



Product Support Notice

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PSN# PSN001793u

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Severity/risk level

Medium

Urgency

When convenient

Name of problem 46xx with R2.8.3 SP1 may reboot if top line of phone display has to display more than 40 characters.

Products affected

4610SW, 4620SW, 4621SW, 4622SW, & 4625SW R2.8.3 Service Pack 1

Problem description

If an agent logs into a 46xx phone with R2.8.3 SP1, and there are multiple skills assigned (> 10), the phone may reboot.

If the 46xx phone with R2.8.3 SP1, displays more than 40 characters on the top line of the display, the phone may reboot.

Resolution

This has been resolved in R2.869. Firmware available from following link:

ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/IPT_R2.869.zip

Workaround or alternative remediation

Remarks

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Download

Patch install instructions

Service-interrupting?

No

Verification

Failure

Patch uninstall instructions

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation